

**CITY OF MOUNTAIN VIEW  
CLASS SPECIFICATION**

<b>Position Title:</b> Document Processing Technician I Document Processing Technician II	<b>Job Family:</b> 5 5
<b>General Classification:</b> Front-Line	<b>Job Grade:</b> 10 14

**Definition:** To input, transcribe, edit and proofread material with speed and accuracy from dictation media, e-mail, handwritten and/or typed copy using advanced word processing/desktop publishing features in various software packages on networked PC systems.

**Distinguishing Characteristics:**

Document Processing Technician I—This is the entry-level class in the Document Processing Technician series. This class is distinguished from the Document Processing Technician II by the performance of more routine tasks and duties assigned. Employees at this level are not expected to perform with the same independence of direction and judgment on matters related to established procedures and guidelines as are positions allocated to the II level. Employees work under immediate supervision while learning job tasks.

Receives immediate supervision from management or supervisory positions and may receive functional and technical supervision from higher-level Document Processing positions.

Document Processing Technician II—This is the full journey-level class within the Document Processing Technician series. This class is distinguished from the Document Processing Technician I by the assignment of the full range of duties assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and they are fully aware of the operating procedures and policies within the Document Processing Center. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

Receives general supervision from management or supervisory positions and may receive functional and technical supervision from higher-level Document Processing Technicians. In the absence of the Supervisor and/or Document Processing Technician III, this position may occasionally oversee basic Center operations for short periods of time.

**Examples of Duties:** Duties may include, but are not limited to, the following:

1. Type, transcribe and edit materials (letters, memoranda, reports, agendas, minutes, mailing lists, handbooks, brochures, manuals, press releases, newsletters, presentations, legal documents, financial statements, etc.) from dictation media, handwritten or typed copy, e-mail and/or disk-transferred material.

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2. Create tables, merge text with graphics; proofread, edit and revise processed documents; assume responsibility for document accuracy; store and retrieve documents from a shared file server.
3. Determine proper format, grammar, spelling and punctuation for documents processed.
4. Understand and utilize document processing/desktop publishing equipment capabilities (correcting errors, editing and making revisions) with accuracy and speed.
5. Maintain accurate record keeping for efficient retrieval of system-filed documents, including file maintenance and system back-up procedures.
6. Respond to telephone inquiries and requests.
7. Perform other related duties as assigned.

**Minimum Qualifications:**

Document Processing Technician I

Knowledge of: Basic mathematics; English language, including grammar, punctuation and spelling; function and use of PC systems and various software packages; standard proofreading techniques.

Ability to: Remain seated for long periods of time; concentrate despite noise and activities within the work area; think through and solve questions; multi-task various job functions as well as prioritize job flow; operate document processing and PC systems (accurately typing 55 words per minute); learn and use various software packages ; proofread and edit documents; use dictionaries, handbooks and other reference materials; learn to organize own work effectively; multi-task and work under tight deadlines; learn to create electronic forms and basic computer-aided graphics.

Document Processing Technician II

In addition to the minimum qualifications for Document Processing Technician I:

Knowledge of: Organization, procedures and operations of the Center and the City in general; operation of Dictaphone equipment, including updating log.

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Ability to: Organize own work effectively; become efficient in the creation of electronic forms and basic computer-aided graphics; convert documents from one software to another.

**Experience and Training Guidelines:** A combination of relevant experience, education and training that will satisfy the required minimum qualifications, knowledge and abilities.

Document Processing Technician I

One year of full-time clerical experience; equivalent to the completion of the 12th grade. Completion of college course work in document processing may be substituted for the required year of experience.

Document Processing Technician II

Two years of full-time clerical experience, including high-level transcription taken from taped dictation, and typing, in a position equivalent to a Document Processing Technician I; equivalent to the completion of the 12th grade. Transcribe machine dictation at 25 words per minute is highly desirable.

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